## **AETNA BETTER HEALTH**

Louisiana Medicaid Managed Care Non-Compliance Actions
January 1, 2020 to Present

| Tracking<br>Number | Failed Deliverable or Non-Compliance with Contract Requirements  | Notice of Action | Deadline to<br>Cure | Notice of<br>Monetary<br>Penalty  | Monetary<br>Penalty<br>Amount   | Dispute or<br>Appeal | Responses or<br>Related<br>Correspondence | Closure<br>Date |
|--------------------|--|------------------|---------------------|---|---|----------------------|---|-----------------|
| AET2-32            | [Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement. |                  |                     | 1/10/2020   | \$50,000  |                      |   |                 |
| AET2-33            | [Quality Management] Failure to demonstrate full compliance in an external quality review.   | 2/14/2020        |                     |   |   |                      |   | 7/31/2020       |
| AET2-35            | [Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.                                   | 2/24/2020        |                     | 7/22/2020<br>11/10/2020<br>2/3/2021<br>2/10/2021<br>3/29/2021<br>5/6/2021<br>7/16/2021<br>10/1/2021 | \$10,000<br>\$35,000<br>\$10,000<br>\$5,000<br>\$5,000<br>\$5,000<br>\$5,000<br>\$5,000 |                      |   |                 |
| AET2-36            | [Quality Management] Failure to conduct quarterly Member Advisory Council meetings.  | 3/30/2020        |                     |   |   |                      | 4/29/2020                                 | 5/12/2020       |
| AET2-37            | [Claims and Encounter Management] Engaging in the payment of prohibited fees to pharmacy benefits manager.                               | 5/15/2020        |                     |   |   |                      |   |                 |
| AET2-38            | [Claims and Encounter Management] Failure to reprocess claims within contract timeframe.   | 6/30/2020        |                     |   |   |                      |   | 7/9/2020        |
| AET2-39            | [Services and Benefits] Failure to implement drug utilization program edits within the contract timeframe.                               | 9/16/2020        |                     |   |   |                      |   |                 |

| AET2-40 | [Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement. |           | 10/16/2020 | \$50,000 |           |                |           |
|---------|--|-----------|------------|----------|-----------|----------------|-----------|
| AET2-41 | [Core Benefits; Marketing and Member Education] Failure to meet the provider call center performance standards in the contract.          | 1/27/2021 |            |          |           |                |           |
| AET2-42 | [Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement. |           | 2/4/2021   | \$50,000 |           |                |           |
| AET2-43 | [Reporting] Failure to submit complete and accurate provider credentialing and contracting reports.                                      | 2/10/2021 |            |          |           |                |           |
| AET2-44 | [Program Integrity] Failure to Timely Void Encounters FWA  | 3/10/2021 |            |          |           |                |           |
| AET2-45 | [Claims and Encounter Management] Failure to Implement Pharmacy Diagnosis Codes  | 3/17/2021 |            |          | 4/16/2021 | <u>5/10/21</u> |           |
| AET2-46 | [Claims and Encounter Management] Failure to adhere to pharmacy prior authorization resolution requirements                              |           | 4/7/2021   | \$5,000  |           |                |           |
| AET2-47 | [Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement. |           | 4/27/2021  | \$50,000 |           |                |           |
| AET2-48 | [Claims and Encounter Management] Performing recoupments without the required written prior Notification.                                |           | 5/5/2021   | \$10,000 |           |                |           |
| AET2-49 | [Reporting] Failure Timely Submit Ad Hoc Reports   | 7/9/2021  |            |          |           |                | 7/13/2021 |

| AET2-50 | [Services and Benefits] Failure to     | 8/18/2021  |           |          |  |  |
|---------|--|------------|-----------|----------|--|--|
|         | follow credentialing requirements for  |            |           |          |  |  |
|         | non-emergency medical                  |            |           |          |  |  |
|         | transportation providers               |            |           |          |  |  |
| AET2-51 | [Provider Network]                     |            | 9/29/2021 | \$50,000 |  |  |
|         | Failure to validate provider directory |            | 11/2/2021 | \$3,000  |  |  |
|         | data and maintain an accuracy rate of  |            |           |          |  |  |
|         | at least 75% or 50% with 2%            |            |           |          |  |  |
|         | improvement.                           |            |           |          |  |  |
| AET2-52 | [Provider Network]                     |            | 10/6/2021 | \$50,000 |  |  |
|         | Failure to validate provider directory |            |           |          |  |  |
|         | data and maintain an accuracy rate of  |            |           |          |  |  |
|         | at least 75% or 50% with 2%            |            |           |          |  |  |
|         | improvement.                           |            |           |          |  |  |
| AET2-53 | [Quality Management]                   | 10/15/2021 |           |          |  |  |
|         | Failure to demonstrate full            |            |           |          |  |  |
|         | compliance in an external quality      |            |           |          |  |  |
|         | review.                                |            |           |          |  |  |

Note: Blank cells represent fields that are not applicable as of publication.

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